

MALCOLM EDWARDS



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ServiceNow Architecture & System Administration - Consultative Strategist · Systems Thinking · Collaborative Information & Process Clarity

Professional Summary

Experienced ServiceNow Architect and Platform Manager with over a decade in IT, Enterprise Service Management (ESM), and Software Quality Assurance. Proven ability to lead cross-functional teams, align technical delivery with strategic goals, and cultivate adoptions of and build intuitive, AI-enabled processes that drive process and service maturity. Combines systems thinking and a QA-mindset with a deep understanding of service ecosystems, enabling data-informed, human-centered transformation across complex organizations.

Independent Consultant – AI-Enabled Knowledge Design & Legal Services Process Analyst Feb 2025 – Present

- Small dataset transformation and quality improvement enhancing clarity and information value.
- Targeted instruction in Excel, Power BI, and statistics enabling independent analysis using AI-assisted tools.
- Adaptive framework design with AI-generated content improving efficiency and messaging clarity.
- Comprehensive rubric development and training establishing clear performance metrics and guiding professional growth.

ServiceNow Platform Manager & Architect | ITSM Strategy Program Manager

H&R Block | Mar 2016 – Jan 2025

Strategic Process Enablement & Leadership

- Enterprise workflow modernization via ServiceNow accelerating service delivery and reducing manual overhead.
- Strategic ITSM roadmap leadership enabling predictive, ITIL-aligned service operations.
- Holistic capability evolution across core ITSM functions supporting hybrid and cloud infrastructure readiness.

AI & Automation Integration

- GenAI-enabled incident operations streamlining root cause analysis and post-incident workflows.
- CI/CD and Change Management integration reducing outages and ensuring audit compliance.
- Process optimization and low-code workflow development
- KPI design and analysis for performance visibility.

Product Management & Platform Scaling

- Agile product ownership and backlog management driving scalable, cross-release platform delivery.
- Enterprise module and integration deployment (Case Mgmt, GRC, HR, Vendor Risk) driving maturity across business units.

Risk, Compliance & Control Design

- Audit-ready workflow and control design aligned with GDPR, HIPAA, SOX, and other regulatory frameworks.
- Real-time compliance dashboard development enabling risk visibility and actionable insights for stakeholders.
- Cross-functional training in secure service operations covering vulnerability management, access reviews, and firewall workflows in ServiceNow.

Business Partnership & Service Leadership

- **End-to-end platform ownership and strategic advising** as ServiceNow architect, admin, platform manager and compliance partner.
- Cross-functional collaboration facilitation through service reviews, retrospectives, and roadmap workshops.
- Mentorship in workflow design and process improvement for service owners, analysts, and engineers.

IT Service Management Manager, Software Quality Assurance Manager | UMB Bank, NA Sep 2006 – Oct 2015

Systems & Process Leadership

- Leadership across QA, Service Desk, managing ServiceNow and core ITIL practices (Incident, Change, CMDB, Request, Problem).
- Agile-aligned delivery management using performance metrics to accelerate capability adoption.
- IT Service Desk transformation into professional development hub improving service maturity, ownership, career growth, and team morale.
- Enterprise enablement of proactive problem management and CMDB service mapping to strengthen operational reliability.

Quality Assurance & GRC Enablement

- Dashboard design and performance reporting for testing, service delivery, and change management, enabling risk-informed decisions.
- Advanced QA practice implementation including telemetry-informed, scenario-based, and requirements-driven testing to improve coverage and effectiveness.

Core Capabilities

- AI-Enabled Workflow Design & Automation
- ServiceNow Platform Architecture & Governance
- Business Process Optimization & Service Transformation
- Agile Product Management & Continuous Improvement
- Cross-Functional Stakeholder Alignment
- Risk, Compliance & Audit-Ready Service Delivery
- Cloud Integration (Azure), CI/CD & DevOps Enablement
- Data-Driven Decision Support, Analysis & Reporting
- AI-Assisted Legal & Knowledge Workflow Design

Skills & Tools

Data, AI & Analytics

- Tools: Power BI, Tableau, Excel, SQL, Looker, KQL, Grafana
- AI/ML Platforms: Mathematica (LLM, ML), Azure AIOps; ChatGPT, Claude, CoPilot, Gemini, etc.
- Methods: Data Modeling, Predictive Analytics, Process Mining, Incident Clustering, Telemetry Analysis
- Spatial/GIS: Cartography, Census Tools, Demographic Analysis

Enterprise Platforms & ITSM

- Platforms: ServiceNow (Architecture, Admin, Platform Owner), BMC, Rapid7, iOffice
- Modules: ITSM, HR, GRC, Legal, Vendor Risk, Vulnerability, Facilities, Case Mgmt, CSDM, CMDB, Discovery
- Cloud & Infra: Azure, Azure Portal, Databricks, CI/CD Pipeline Integration

Education

- MA, Geography – University of Missouri
- BA, Spanish and Portuguese – Washington University in St. Louis
- Arabic Language Study – Modern Language Center, Amman, Jordan

LANGUAGES

- Portuguese: Fluent
- Spanish: Fluent
- Levantine Arabic: Intermediate